PCMExpress User Manual

Effective as of June 11, 2015
Primary Capital Mortgage, LLC

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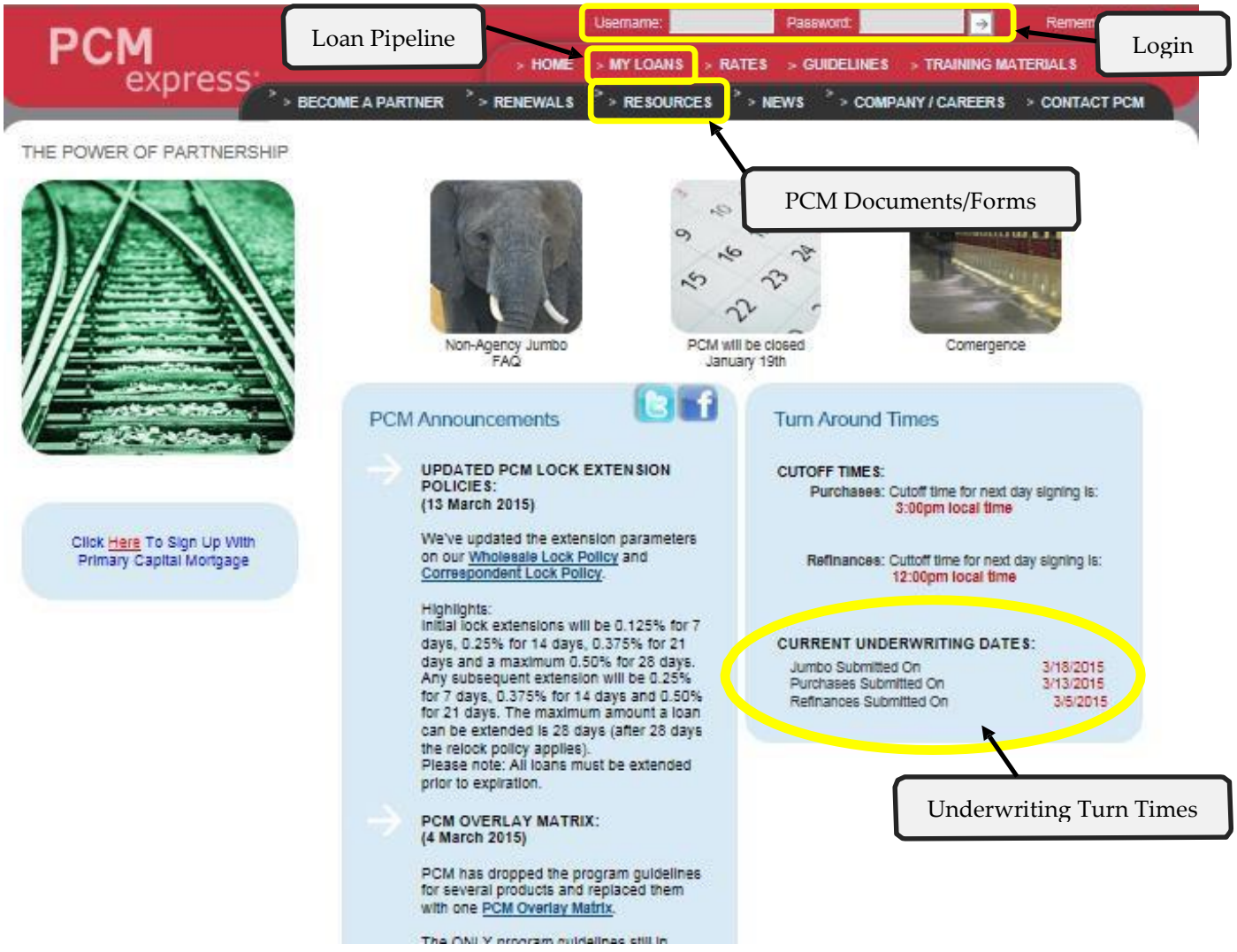
1. Overview

This manual describes the features of Primary Capital Mortgage's PCMexpress Website.

1.1. PCMExpress at a Glance


Loan Pipeline
Login
PCM Documents/Forms
Underwriting Turn Times
PCM express
Username:
Password:
> HOME
> MY LOANS
> RATES
> GUIDELINES
> TRAINING MATERIALS
> BECOME A PARTNER
> RENEWALS
> RESOURCES
> NEWS
> COMPANY / CAREERS
> CONTACT PCM
THE POWER OF PARTNERSHIP
Non-Agency Jumbo FAQ
PCM will be closed January 19th
Comergence
Click Here To Sign Up With Primary Capital Mortgage
PCM Announcements
UPDATED PCM LOCK EXTENSION POLICIES:
(13 March 2015)
We've updated the extension parameters on our Wholesale Lock Policy and Correspondent Lock Policy.
Highlights:
Initial lock extensions will be 0.125% for 7 days, 0.25% for 14 days, 0.375% for 21 days and a maximum 0.50% for 28 days. Any subsequent extension will be 0.25% for 7 days, 0.375% for 14 days and 0.50% for 21 days. The maximum amount a loan can be extended is 28 days (after 28 days the relock policy applies).
Please note: All loans must be extended prior to expiration.
PCM OVERLAY MATRIX:
(4 March 2015)
PCM has dropped the program guidelines for several products and replaced them with one PCM Overlay Matrix.
Turn Around Times
CUTOFF TIMES:
Purchases: Cutoff time for next day signing is:
3:00pm local time
Refinances: Cutoff time for next day signing is:
12:00pm local time
CURRENT UNDERWRITING DATES:
Jumbo Submitted On 3/18/2015
Purchases Submitted On 3/13/2015
Refinances Submitted On 3/5/2015

2. Getting Started

2.1. Logging In

To login, go to www.PCMexpress.com, enter your Username and Password and click the login arrow.

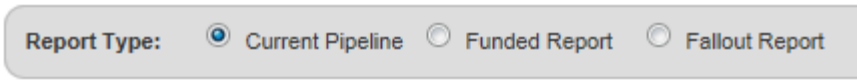
All active broker and correspondent customers have a Username and Password to access the PCMexpress portal.

Contact your Account Executive if you are in need of a Username and Password.

2.2. Pipeline Management

To access your PCM Pipeline, click the My Loans tab in the menu bar.

The PCMExpress website offers three reports under the My Loans tab.



2.2.1. Current Pipeline

The Current Pipeline gives you access to all loans currently in process along with the ability to add new loans. The Loan Number, Borrower Last Name, and Current Status are listed in the Pipeline Loans table. Click on the loan number of the loan you wish to access.

2.2.2. Funded Report

The Funded Report will display all loans funded with PCM within the defined time frame. You can change the time frame by clicking the Time Frame drop down menu and selecting the time frame you wish to view.

2.2.3. Fallout Report

The Fallout Report will display loans that were locked or submitted to PCM, but did not close over the defined time frame. You can change the time frame by clicking the Time Frame drop down menu and selecting the time frame you wish to view.

3. Registering a New Loan

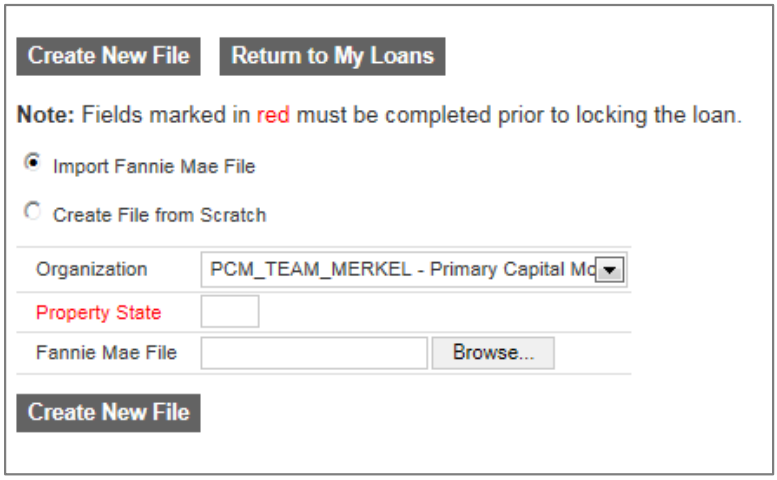
New loans are registered in the PCMExpress website by clicking the Add A Loan button at the bottom of the Current Pipeline view.

Once you click the Add A Loan button, you will be taken to the file registration screen where you will have the option to upload the FNMA 3.2 file or manually enter the loan data.

3.1. Uploading a FNMA 3.2 File

In order to upload your file registration, simply check the Import Fannie Mae File button, enter the state of your subject property, select your FNMA 3.2 file, and click the Create New File button.

Note: Your Organization will be defaulted to your PCM Account Executive's Team.



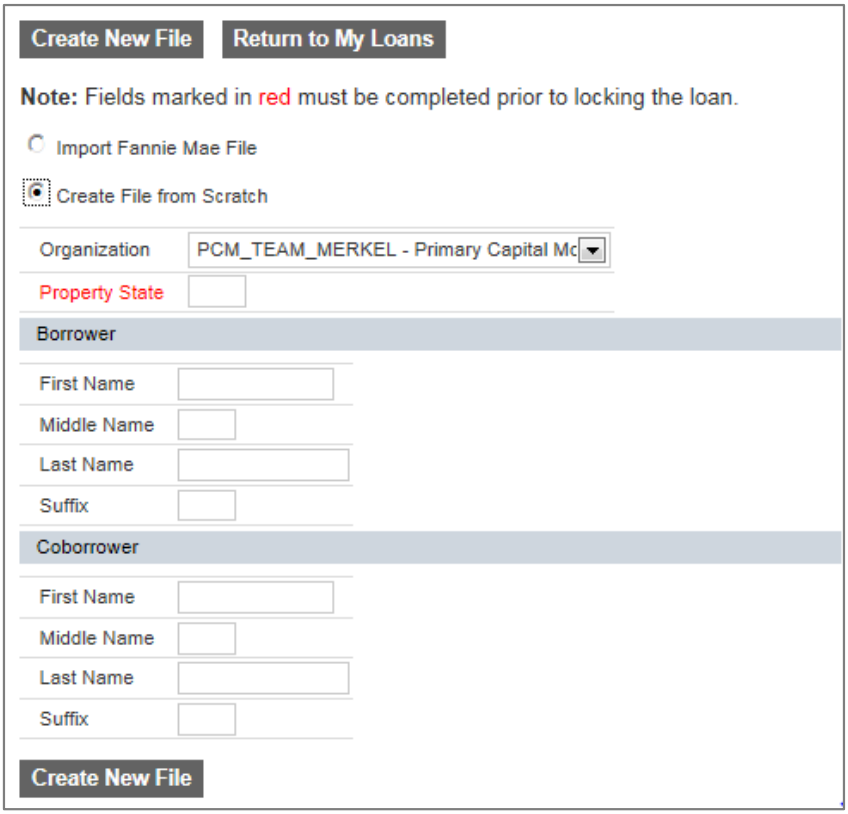
Once your file has been uploaded, you will be taken to the Loan Summary screen. This screen will list the details of your loan. Note: All fields in red must be completed prior to locking your loan.

Click the Save button in order to complete your registration. If done correctly, you will see File SavedSuccessfully message.

Once done, click the Return to My Loans button to return to the Current Pipeline view.

3.2. Manually Registering a Loan

Click the Create File from Scratch button in order to begin a manual loan registration. Then enter the subject property state, borrower(s) name, and click Create New File once complete.



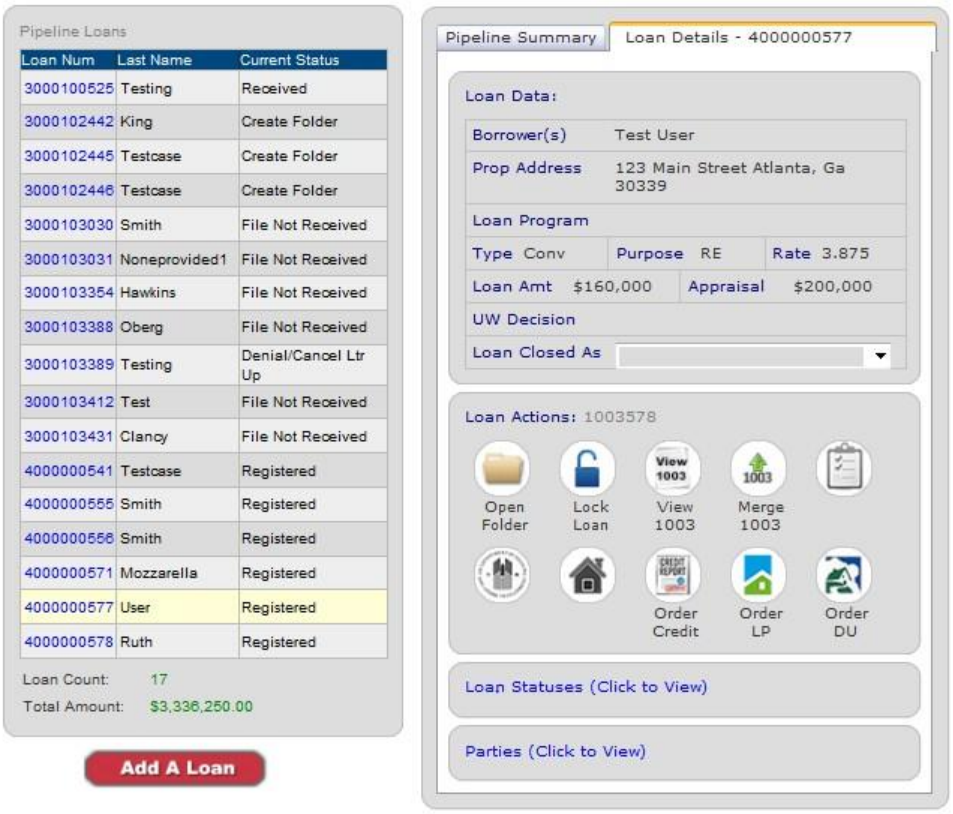
You will be taken to the Loan Summary screen where you may finish entering your loan data. Note: All fields in red must be completed prior to locking your loan.

When finished, click Save to complete your registration. If correct, you will see "File Saved Successfully".

Once done, click the Return to My Loans button in order to return to the Current Pipeline view.

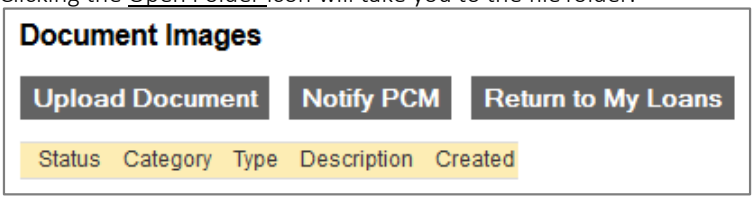
4. Managing Your Loan

You will be able to see your loan in the Current Pipeline view once it has been registered. To further manage your loan, click on the loan number to open the Loan Actions menu.


Pipeline Loans
Loan Num | Last Name | Current Status
3000100525 | Testing | Received
3000102442 | King | Create Folder
3000102445 | Testcase | Create Folder
3000102446 | Testcase | Create Folder
3000103030 | Smith | File Not Received
3000103031 | Noneprovided1 | File Not Received
3000103354 | Hawkins | File Not Received
3000103388 | Oberg | File Not Received
3000103389 | Testing | Denial/Cancel Ltr Up
3000103412 | Test | File Not Received
3000103431 | Clancy | File Not Received
4000000541 | Testcase | Registered
4000000555 | Smith | Registered
4000000556 | Smith | Registered
4000000571 | Mozzarella | Registered
4000000577 | User | Registered
4000000578 | Ruth | Registered
Loan Count: 17
Total Amount: $3,336,250.00
Add A Loan
Pipeline Summary
Loan Details - 4000000577
Loan Data:
Borrower(s) Test User
Prop Address 123 Main Street Atlanta, Ga 30339
Loan Program
Type Conv
Purpose RE
Rate 3.875
Loan Amt $160,000
Appraisal $200,000
UW Decision
Loan Closed As
Loan Actions: 1003578
Open Folder
Lock Loan
View 1003
Merge 1003
Order Credit
Order LP
Order DU
Loan Statuses (Click to View)
Parties (Click to View)

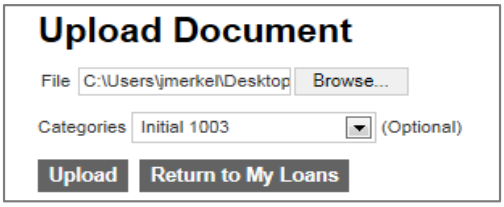
4.1. Uploading Loan Documents

Clicking the Open Folder icon will take you to the file folder.

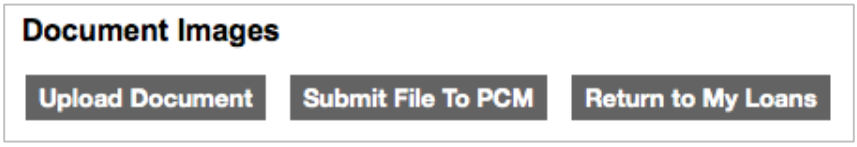


Click on the Upload Document button in order to begin uploading your loan. In the Upload Document field, select the file for the document(s) to be uploaded along with Category in which those documents belong.

Note: PCM prefers that you upload your loan documents into individual categories for initial submission, this can expedite the file being submitted to underwriting.

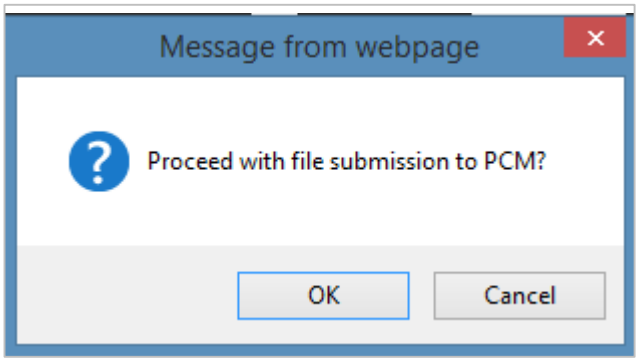


After uploading your document, you will be taken back to the file folder where your document will be visible. Clicking on the file link will open the document for viewing.

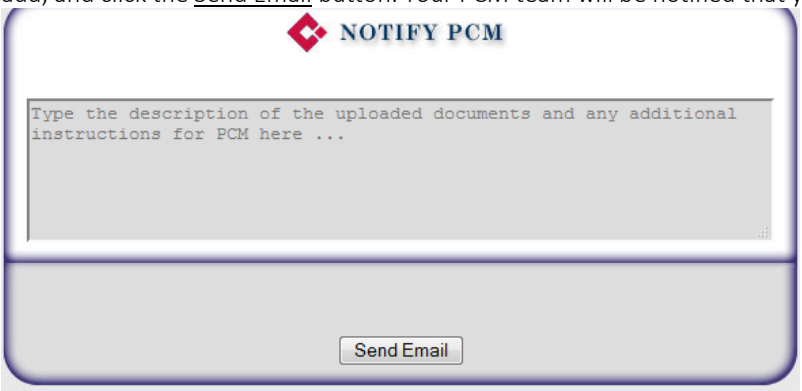


4.2. Submitting Your Loan

Once you have successfully uploaded all of your loan documents, click the Submit File To PCM button on the top page. A confirmation box will open in a new window. Click the OK button to proceed to the standard Notify PCM window. Click the Cancel button to return to the previous page.

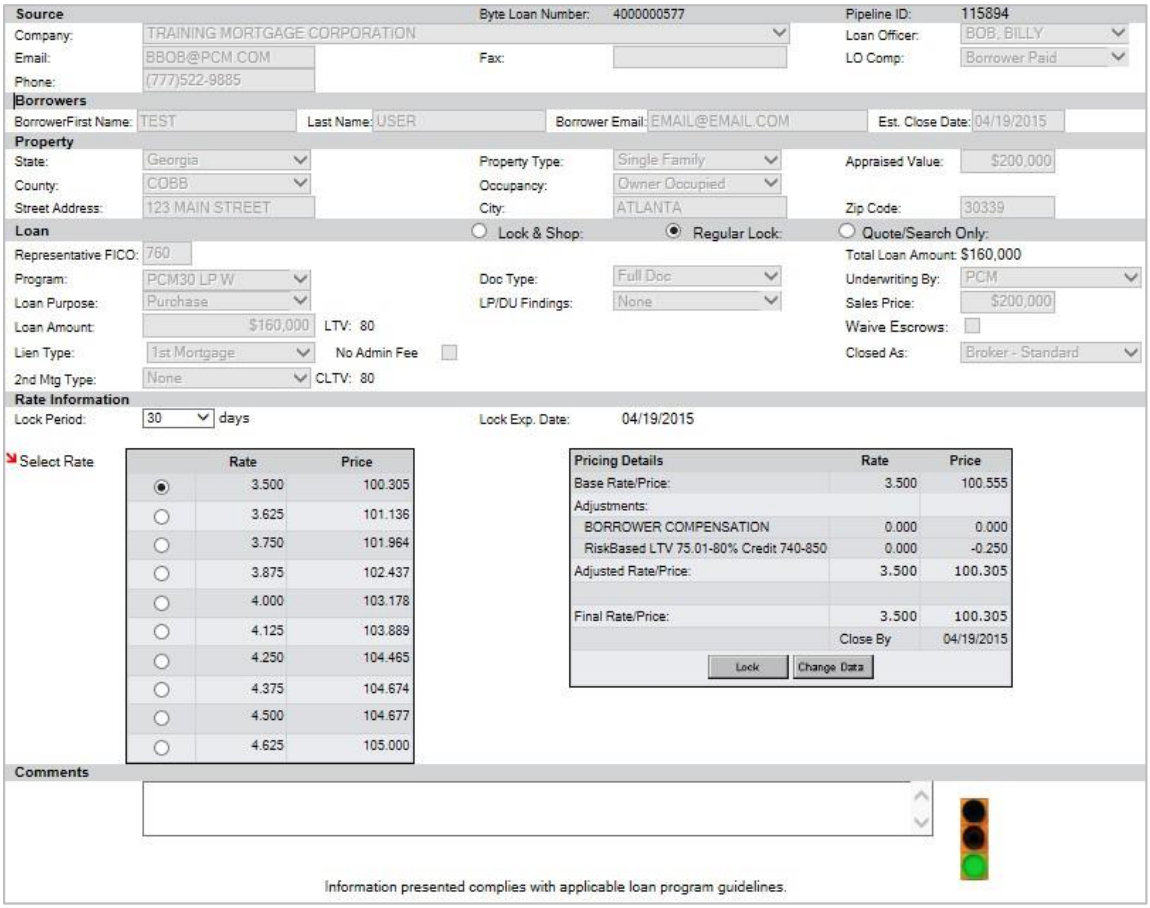


On the "Notify PCM" window, enter text stating your loan is ready for submission along with any other notes you may wish to add, and click the Send Email button. Your PCM team will be notified that your file is ready for submission.



4.3. Locking Your Loan

Click on the Lock Loan link within the Loan Actions menu in order to begin the loan lock process. A new window will open with your loan information prepopulated.



Complete any necessary fields that may not be complete. The stoplight on the bottom right will show Green when all fields are complete.

Note: The stoplight will show yellow or red if required fields are incomplete. The incomplete fields will be listed on the bottom in the center of the page.

Once all fields are complete, click the Show Rates button. The Rate/Price and Pricing Details tables will appear. Select the desired rate and click the Lock button.

If you need to change any loan information, click on the Change Data button, update your information, and click Show Rates to display updated pricing based on your changes.

Once locked, your Lock Confirmation will be emailed to you. You may also access your Lock Confirmation by refreshing the My Loans tab and clicking on Lock History in the Loans Action menu.

4.4. Editing Your Loan Data

This feature is used to edit the loan registration information after a loan has been registered.

Clicking the Edit Loan Data icon will take you to the Loan Summary screen where your loan data will bedisplayed. Be sure to click the Save button after making changes. If done correctly, you will see the "File Saved Successfully" message.

Reminder: All fields in red must be completed prior to locking your loan.

Once done, click the Return to My Loans button in order to return to the Current Pipeline view.

4.5. Importing your FNMA 3.2 File

This feature is used to import a FNMA 3.2 file after a loan has been registered.

To import a FNMA 3.2 file, simply click the Import FNMA 3.2 icon in the Loan Actions menu, select the FNMA 3.2 file to be imported, and then click the Merge Fannie Mae File button. You will receive a "Data merged successfully" message if imported correctly.

Return to My Loans
Merge Fannie Mae File
This feature merges a Fannie Mae file with the current loan file.
All 1003 data will be cleared and replaced with the information in the Fannie Mae file. This data includes residences, employers, income sources, assets, debts, aliases, REOs, and other 1003 information.
Fannie Mae File
Browse...
Merge Fannie Mae File

Once imported, you can click View 1003 in the Loan Actions menu if you need to make any further changes. Click the Return to My Loans button to return to the Current Pipeline view.

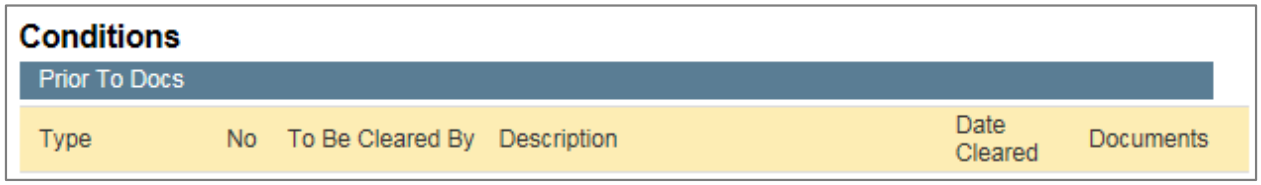
4.6. Viewing Conditions

Your PCM condition report can be accessed by clicking the View/Upload Conditions button in the Loan Actions menu.

The PCM condition report is comprised of four sections. These fields will only be visible when a condition exists within that section.

1. Prior to Docs – Conditions required to be submitted and cleared prior to closing documents being sent.
2. Prior to Funding – Conditions that are to be reviewed and cleared prior to the disbursement of funds.
3. Prior to Purchase (Correspondent Only) – Conditions required by PCM's Post-Closing department in order to authorize the purchase of a correspondent loan.
4. Post Funding – Conditions that are to be supplied after a loan has disbursed.

Each section of the condition report will list the following fields:

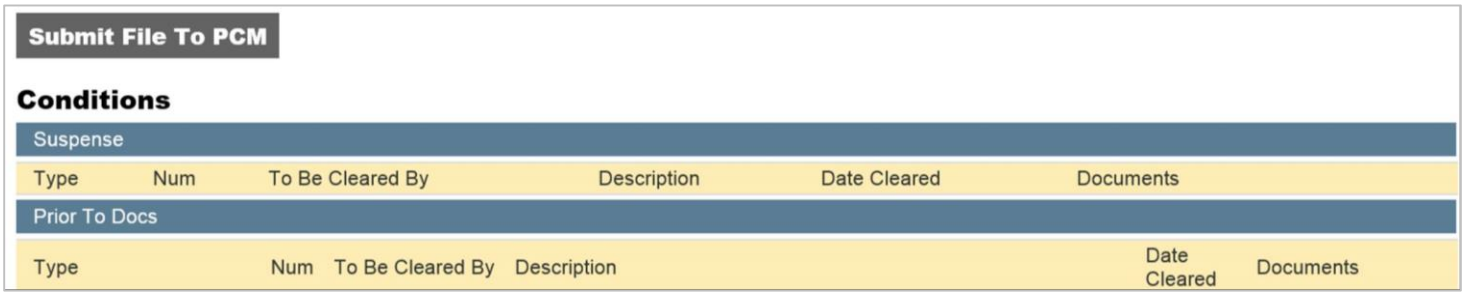


- Type – The PCM document category that the condition and document belong in.
- Num – PCM Condition Number
- To Be Cleared By – States in which PCM internal employee has the authority to clear this specific condition.
- Description – Explains the condition and what is needed to satisfy it.
- Date Cleared – The date the condition was cleared.
- Documents – This field is where you upload your document to this specific condition by clicking the Upload link. Once a document has been uploaded, it can be viewed by clicking the icon.

4.7. Submitting Conditions

Click the Notify PCM button when you have uploaded your loan conditions and are ready for them to be reviewed. The Notify PCM button is located at the top of the online condition report.

Clicking the Notify PCM button will open a message box for you to inform PCM of the document(s) upload. The message box can be used to tell your PCM loan coordinator of your document upload and any other information you may wish to provide. Once finished, click the Send Email button and the message will be sent to your PCM loan coordinator.



4.8. Order FHA Case

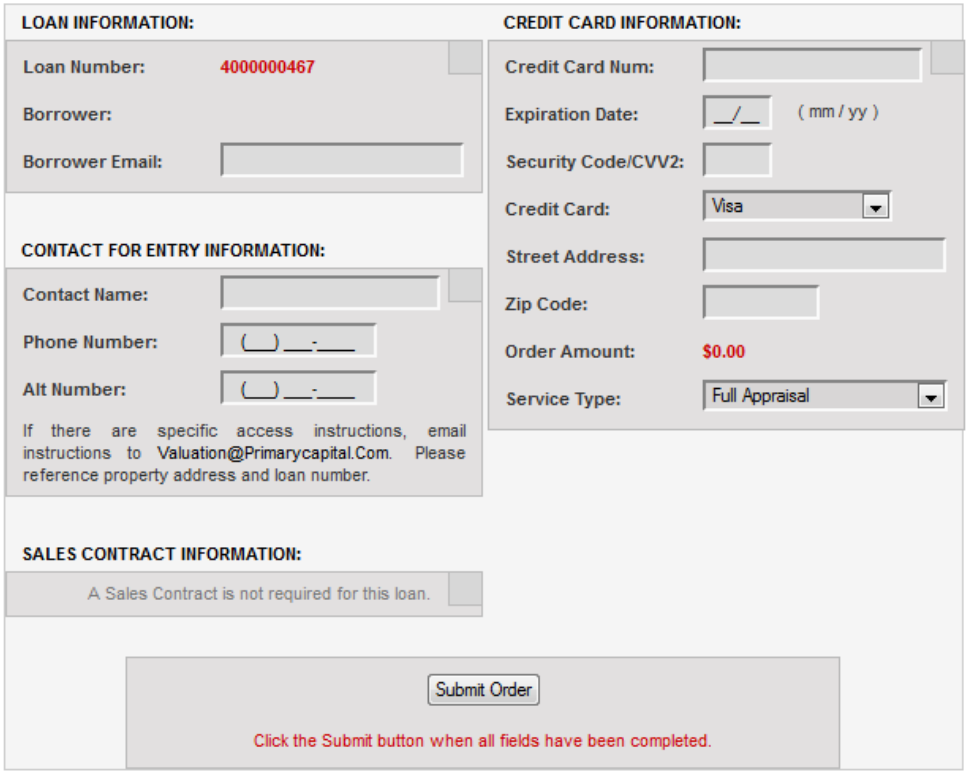
To order your FHA Case Number, simply click the Order FHA Case Number icon in the loan actions menu, enter the required information, and click the Submit FHA Case Data button. This will send a request to the PCM Valuation Department to pull the FHA Case Information. Once the case assignment is complete, you will be notified by email of the FHA Case Assignment and it will be uploaded to your online file folder.

4.9. Order Appraisal

Clicking the Order Appraisal icon will begin the process of ordering your appraisal through PCM's Valuation Department.

You will be taken to a screen that outlines PCM's Policies regarding appraisal ordering and TILA, RESPA, Pricing, and Cancellations.

Once you have acknowledged each of these sections, you will be taken to the Order Page. Enter the required information, upload your sales contract (if needed), and submit your appraisal request. If successful, you will receive an email from PCM's Valuation Department confirming the receipt of your order.


LOAN INFORMATION:
Loan Number: 4000000467
Borrower:
Borrower Email:
CONTACT FOR ENTRY INFORMATION:
Contact Name:
Phone Number: (__) ___-____
Alt Number: (__) ___-____
If there are specific access instructions, email instructions to Valuation@Primarycapital.Com. Please reference property address and loan number.
SALES CONTRACT INFORMATION:
A Sales Contract is not required for this loan.
CREDIT CARD INFORMATION:
Credit Card Num:
Expiration Date: __/__ (mm / yy)
Security Code/CVV2:
Credit Card: Visa
Street Address:
Zip Code:
Order Amount: $0.00
Service Type: Full Appraisal
Submit Order
Click the Submit button when all fields have been completed.

5. Obtaining a Quick Price Quote

You can access a quick price quoting system by clicking the Pricing Scenarios link within the within the Launchpad menu on the middle left side of the PCMExpress website.

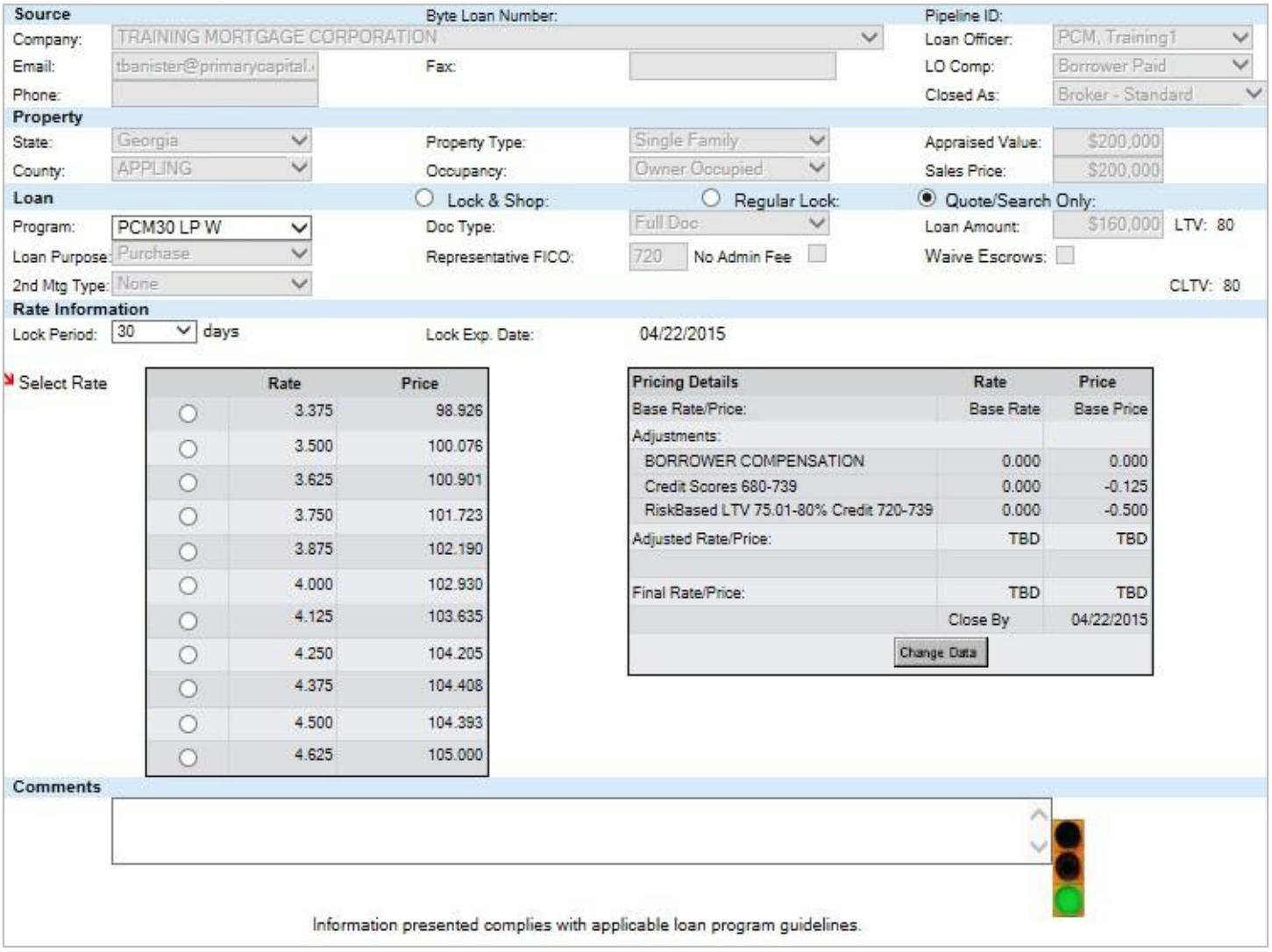
Once you click on the Pricing Scenarios link, a new window will launch that will look like a scaled down version of the window used to lock a loan.

Enter your loan information into the appropriate fields. The stoplight on the bottom right will show Green when all fields are complete.

Note: The stoplight will show yellow or red if required fields are incomplete. The incomplete fields will be listed on the bottom in the center of the page.

Once all fields are complete, click the Show Rates button. The Rate/Price and Pricing Details tables will appear. If you wish to lock the quoted scenario, click the Lock button. A pop-up window will appear and ask you for any additional information needed to complete the lock.

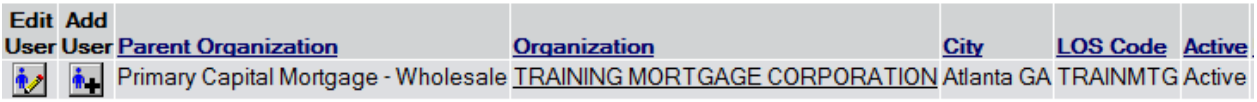
If you need to change any loan information, click on the Change Data button, update your information, and click Show Rates to display updated pricing based on your changes.



6. Manage Users

To add new users and edit existing user accounts within the PCMexpress website, click the Add/Edit Users link within the Launchpad menu on the middle left side of the website.

Once open, you will see your company name displayed under the Organization section.

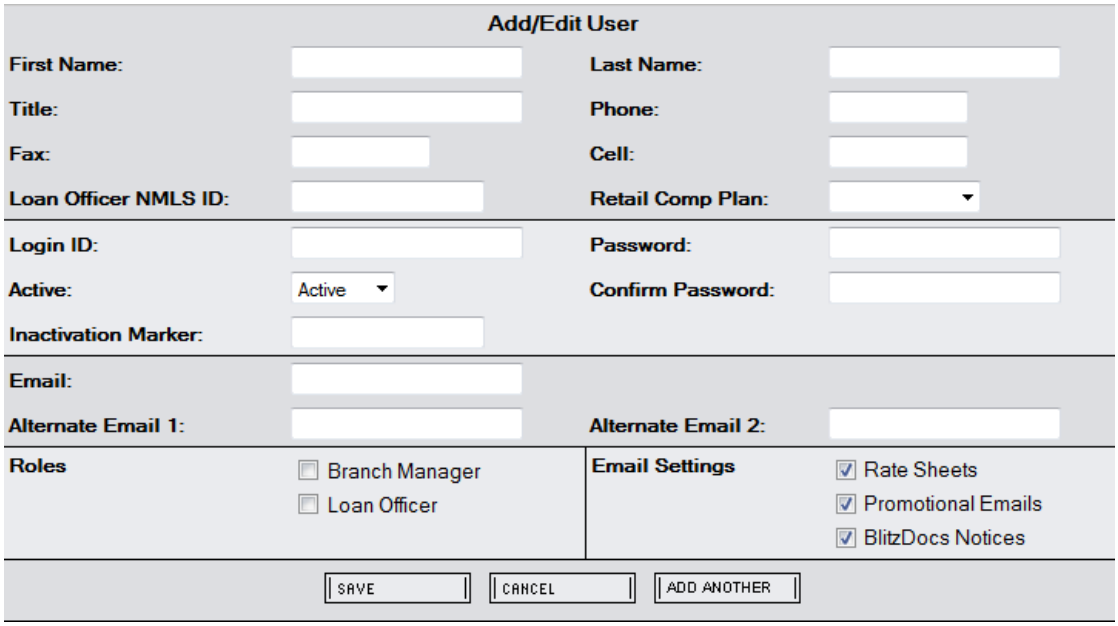


Edit User	Add User	Parent Organization	Organization	City	LOS Code	Active
		Primary Capital Mortgage - Wholesale	TRAINING MORTGAGE CORPORATION	Atlanta GA	TRAINMTG	Active

6.1. Adding Users

In order to add a new user account, click in the Add User icon. Fill in the fields for your new user.

Note: First Name, Last Name, Login ID, Password, Confirm Password, and Email are required fields. Other fields are not necessary for account creation.



The Alternate Email 1 and Alternate Email 2 fields are used to add multiple addresses to the user account. Email addresses in these fields will receive the PCM System Notifications sent out throughout the loan life cycle (e.g. File Received, Submitted to Underwriting, etc.) for this user. These fields should be used to add your processor's email address if you wish for them to be informed of your loan statuses.

Users with the Branch Manager box checked will be able view all loans for their company within the Pipeline View. Users with the Loan Officer box checked will only be able view loans under their name in the Pipeline View.

The Email Settings section has checkboxes for Rate Sheets, Promotional Notices, and BlitzDocs Notices. Checking these boxes will put you on the PCM Rate Sheet distribution, keep you informed regarding PCM Promotional Notices, and/or File Status Notification emails, respectively.

Once all information is complete, click the Save or Add Another button to finalized your account creation.

6.2. Editing/Deleting Users

You can click on the Edit User icon in order to edit an existing user account. The system will display the list of all user accounts within your organization.

Edit	Delete	Name	Organization	Login ID	Role	Active
		Abc, John	TRAINING MORTGAGE CORPORATION	john.doe	Branch Manager	Active
		Abz, Joe	TRAINING MORTGAGE CORPORATION	joe.abz	Loan Officer	Active

To edit, click the Edit icon. You will be taken to the same screen used to create a user account, make any changes necessary, and click Save when finished.

To delete, click the Delete icon.

Note: You cannot delete a user account that has submitted/closed a loan with PCM. You may mark that account as Inactive by clicking Edit and changing the Active dropdown menu to Inactive. This will close the account from further website access.

7. Appraisal Order History

The Appraisal Order History section allows you to monitor appraisal orders placed with the PCM Valuation Department. Clicking the Appraisal Order History link within the PCM Launchpad will open your history in a new window.

The Order History defaults to orders placed within the current month. You may edit the time period displayed by changing the dates within the Start Date and Edit Date fields, then clicking the arrow icon to update your display.

The information displayed will include the PCM Loan Number, Borrower Last Name, Address, Ordered By, Ordered Date, Current Status, Status Date, Fee, and Credit Card Number used to place the order. Clicking the folder icon in the Blitz column will open the file folder where you will be able to access the appraisal in PDF format, if complete.